

DTI CIO Provides Office 365 Transition Update

M E M O R A N D U M

TO: Governor, Cabinet Members,
Elected Officials, Chief Justice, Agency Heads

FROM: James Collins, CIO Department of
Technology and Information

DATE: November 20, 2018

SUBJECT: Microsoft Office 365 Transition
Update

As a follow-up to our previous announcement, I would like to update you on the State's enterprise-wide move to Office 365. The project kicked off with a well-attended statewide meeting at Del Tech in mid-September. The related major initiative to migrate from our legacy email domain address extension of @delaware.gov to @delaware.gov was conveyed to all in attendance.

Based on research of other States who have made this transition and our work with Microsoft subject matter experts, we believe it will be less disruptive and a more seamless transition to Office 365 if we pursue a switch of our email domain in the current on-premises email solution, rather than incremental changes (agency-by-agency) as was initially considered. Here is what you need to know:

- The change is necessary because the ".gov" suffix is strictly reserved for government use only; ".us" lacks that verification;
- The change aligns with the state's public branding used

for almost all state top level web presence –
<https://governor.delaware.gov/>
<https://AgencyName.delaware.gov/>;

- Forwarding from legacy @delaware.gov addresses to the new email addresses will continue to work with no set deadline to end in the foreseeable future (there is no cost associated with forwarding) thus allowing agencies time to use up existing printed materials and update email addresses on printed materials when ready for normal replenishment;
- Once the transition to @delaware.gov occurs, updates to state websites and online systems where full email address is used can begin
- Switchover will occur early in 2019 Q1 while all email is still in the legacy state-hosted systems prior to migrating any email accounts to 0365; and,
- DTI IT technical staff are working with your support staff to minimize the likelihood of disruptions to processes with email dependencies. They will need all agency cooperation to make this a successful change statewide.

The DTI Organizational Change Management team is actively working with change liaisons from all your agencies to identify critical dependencies on the @delaware.gov email address this month. Please support this effort by encouraging your staff to make this a priority. Please reach out if you have any questions.

[DTI CIO Provides Office 365 Transition Update – PDF Version](#)

November 2018: Office 365 Enterprise Implementation Update

Project 0365 is Underway

October and November were busy with project start-up tasks. Agency IRMs completed the first Readiness Checklist associated with the project that was due on October 1st. They identified Agency Change Liaisons for their agencies and back-up coordinator(s). These Agency Change Liaisons are on the front line to:

- Work with DTI's Organizational Change Management Coaches to complete Readiness tasks;
- Be the first point of contact for project communications between the agency and Project 0365 staff;
- Assist in identifying agency impacts, including researching and documenting application/desktop data;
- Communicating, promoting and educating with/to/about the project to staff to whom they have a defined responsibility; and
- Participate in end user testing.

Change Liaisons attended [Skype meeting presentations](#) with Organizational Change Management and Project staff, briefing them on the project. They asked [questions](#) and learned about their roles.

Email Migration Plan Testing Begins

On November 2nd, as a pre-pilot, 48 DTI staff volunteered to undergo an email address change. They agreed to have their email address changed to the new domain, @delaware.gov. They also switched to the new Cisco Unity voicemail system. These

volunteers are putting the email domain change plan through its paces to smooth the way for the rest of us. After the pre-pilot identifies any problems to fix, a larger pilot will begin. This next pilot will involve more than 200 DTI staff to fine-tune the plan before the email domain change rolls out to other state agencies.

November Readiness Checklist Tasks

Agency Change Liaisons are working on their next set of Readiness tasks. The November Readiness Checklist has three tasks:

- identifying any applications agencies have that use an email address (anything@delaware.gov);
- identifying applications/servers that use static IP addresses to make calls external to the state network; and
- identifying applications/servers that use Exchange Web Services.

Some agencies will have little or no work to do to complete these tasks which are due by the end of the year. But for others, it may involve a bit of digging. Some agency business processes have existed for long time—well before staff who currently use or maintain them. It is important to consider these details early in this project. This allows ample time to identify impacts. Agencies can then make changes that may be needed before migration.

Stay tuned as we keep you up to date on Delaware's move to Office 365!

September 2018: Office 365 Enterprise Implementation Update

Were you unable to attend the Office 365 Enterprise Implementation Kick-off meeting held on September 18, 2018?

Open this [September 2018 Project Update](#) link to read a high-level recap of the event. The PowerPoint presentation can be viewed here: [0365 Kick-off Presentation](#)

(select READ MORE to activate the links)

DTI CIO Announces 0365 Transition Initiative

M E M O R A N D U M

TO: Governor, Cabinet Members, Elected Officials, Chief Justice, Agency Heads

FROM: James Collins, CIO Department of Technology and Information

DATE: July 11, 2018

SUBJECT: Microsoft Office 365 Transition Initiative

This memorandum is intended to make you aware of a significant

change in how the Department of Technology and Information (DTI) will deliver email and productivity solutions. DTI worked together with Gartner, Inc. from April 2017 to September 2017 to assess whether the State should refresh its current email environment or consider cloud options offered by Microsoft and Google. The study collected State agencies' requirements, preferences, capabilities, and concerns regarding a transition to cloud services for email and productivity tools. Representatives from the Executive, Legislative and Judicial branches were engaged and all provided input through working sessions and a comprehensive survey. The resulting recommendation from Gartner was for the State, to adopt Microsoft Office 365 including the Advanced Threat Protection module for additional security protection. It was determined that this change would reduce risk, increase collaboration and support the mobile workforce of the future. Over the past several months, DTI, OMB and Microsoft took a holistic view of the State's Microsoft expenditures and were able to negotiate through expired licensing, contract terms, potential penalties related to licensing compliance, and agreed on a contract to transition 21,000 users to Office 365 government plans. With the approval of the FY19 State Bond Bill, the additional funding required to transition has been appropriated through the Technology Fund. The Office 365 implementation will transition all State organizations and must be supported by the highest levels of government. Administration, configuration and data access will be limited to State IT staff as it is today. As part of this effort, the DTI Organizational Change Management (OCM) Team will be reaching out to your agency IRM's to assist with identifying your specific point of contacts for the transition to attend upcoming kick-off meetings. Active involvement from each agency will enable a complete and successful implementation. We appreciate your support of this significant initiative.

Please let me know if you have any questions.

[DTI CIO Announces 0365 Transition Initiative July 2018 – PDF Version](#)